









If You Smell Natural Gas

A Publication Of The Missouri Public Service Commission

Natural gas itself does not have an odor -- an odorant has been added so gas can be detected if a leak occurs. The odor is similar to the smell of "rotten eggs."



If You Smell Natural Gas

-  Evacuate the building immediately.
-  Do not operate electrical switches.
-  Do not smoke, use lighters, matches or any other open flame.
-  Do not start your vehicle if it is in an attached garage.
-  Go to a neighbor's house and call your local natural gas company to report the odor and its approximate location.
-  Do not call from inside your house. Calling from a phone inside your home could create a spark that could cause an explosion.

Call Before You Dig

Missouri law requires that you notify Missouri One Call System at 1-800-DIG-RITE (344-7483), or dial 811.

Wait The Required Amount Of Time

Missouri law requires that any person excavating or digging notify all underground facility owners that may be affected between three and 10 working days before any digging starts, except in case of an emergency. You can do this easily by calling the Missouri One-Call System, which will notify the facility owners for you. The facility owners will determine if the planned dig is near any underground facilities.



Do not begin digging until all of the utilities in the area have been located and marked.

Respect The Marks

After it is determined that markings are required, the facility owner will locate and mark the excavation site with paint, stakes, or flags. Utilities mark their facilities according to specific guidelines and color codes.

Dig Safely

Carefully avoid digging near any of those flags or marks. If you damage underground facilities, you could create a dangerous situation. You might cause you or your neighbors to suffer an injury or service outage, and you may be required to pay for the damage you caused.

For More Information

Created in 1913, the Missouri Public Service Commission (PSC) regulates investor-owned telecommunications, water and sewer, natural gas, electric and steam utilities. The PSC works to ensure that Missouri citizens receive safe, reliable and reasonably priced utility services. If you have an inquiry, billing question or service-related problem that your utility provider cannot answer, please call the PSC at 1-800-392-4211 or visit our website at www.psc.mo.gov